

Craigwood Youth Services - AODA Plan

Implementation Date	Standard	Action
January 1, 2012	Customer Service	<ul style="list-style-type: none"> - Develop agency policy. - Train all staff on accessible customer service - Put agency plan in writing. - Let our customers know how to find the plan and ensure it's available in accessible formats if requested. - File report December 31, 2012.
January 1, 2012	Employment	<ul style="list-style-type: none"> - Provide our employees with disabilities with individualized emergency response information and gain their consent to share it with anyone designated to assist them. - Review the information regularly.
January 1, 2013	Information & Communication	<ul style="list-style-type: none"> - Make emergency procedures, plans or public safety information available to the public in an accessible format upon request.
January 1, 2014	Information & Communication	<ul style="list-style-type: none"> - Make the agency website accessible for new content using WCAG guidelines.
January 1, 2015	Information & Communication	<ul style="list-style-type: none"> - Receive and respond to feedback from our employees, customers & members of the public who have a disability and notify the public about the availability of accessible formats and communication supports.
January 1, 2016	Employment	<ul style="list-style-type: none"> - Make hiring accessible; let applicants know that you will accommodate disabilities during the selection process; consult with them and make adjustments if requested and notify successful applicants of agency policies on accommodation - Tell staff about policies for supporting employees with disabilities when the requirement comes into effect, when you hire new employees and when you change the policies - Make information accessible to employees; when an employee with a disability requests, you must work with them to make workplace information accessible (all information that they require to perform their job) - Develop accommodation plans for employees with disabilities - Help employees with disabilities return to work - Make performance management, career development and job changes accessible to employees.
January 1, 2016	Information & Communication	<ul style="list-style-type: none"> - Let the public know that we will make information accessible upon request and work with the individuals to determine how best to meet their needs.
January 1, 2017	Built Environment	<ul style="list-style-type: none"> - Make parking accessible. - Make service counters, queuing guides and waiting areas accessible. - Maintain the accessible parts of your public spaces ensuring that preventative and emergency procedures are posted as well as procedures for temporary disruptions.
January 1, 2021	Information & Communication	<ul style="list-style-type: none"> - Make all content on our website accessible using WCAG guidelines.